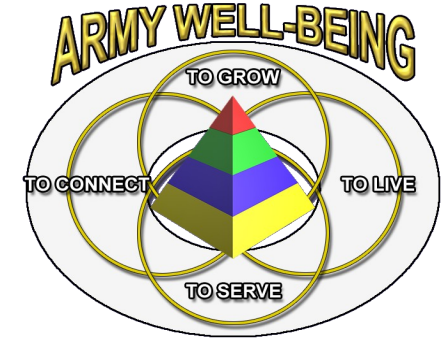


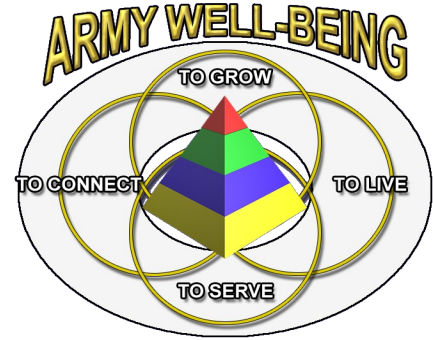


UNITED STATES ARMY GARRISON ALASKA (USAG-AK) ARMY WELL-BEING

**PASCAL LAMBERT,
COORDINATOR**

PHONE: 384-3422/3430

www.usarak.army.mil/wellbeing



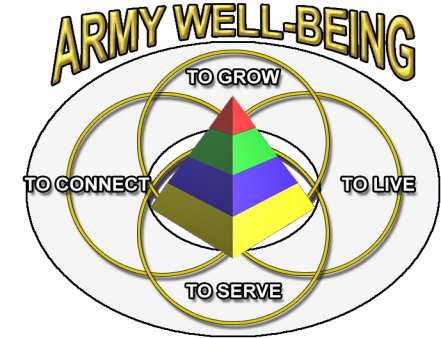
PURPOSE

Explain the development and expansion of the Army Well-Being initiative at installation/community level

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AGENDA

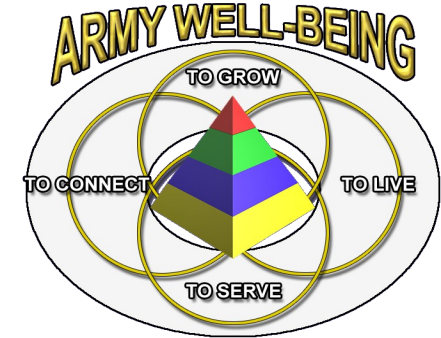


- **Well-Being Concept**
- **Well- Being and Customer Service (Individuals & Constituents)**
- **Corporate Feedback (Mission Support)**
- **Linking Performance to Resources**
- **Summary**
- **Questions**

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Well-Being Initiatives

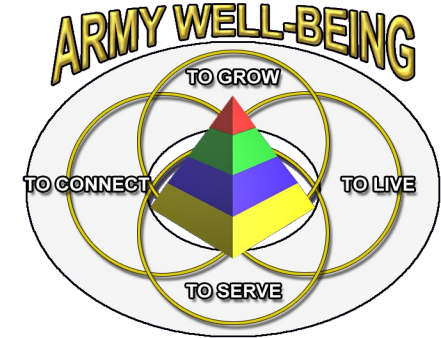


- Well-Being intent as directed by HQDA – Determine optimum *structure, process, communications and feedback* to improve community Well-Being for Soldiers (Active, ARNG, USAR), Families, DOD Civilians, Retirees and Veterans.

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Well-Being Initiatives cont'd

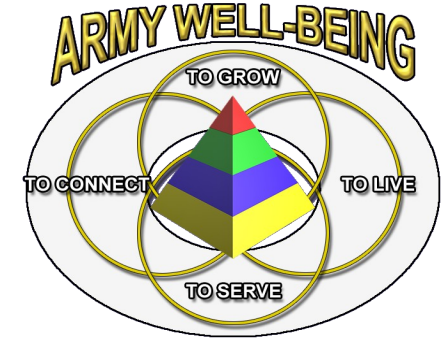


- Adopted as a Well-Being lab site October 2002 – June 2003 per direction of the Army G-1 and as demo site per IMA direction August 2004.
- A full-time Coordinator and a full-time Assistant to develop and implement the Army Well-Being initiative USARAK wide.
- Well-Being Management Office responsibilities include the Interactive Customer Evaluation (ICE) system, Management of the Installations Well-Being Action Councils (issue resolution process), functional and corporate assessments.

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Well-Being Initiatives cont'd

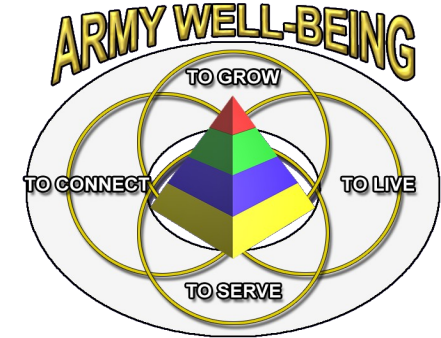


- Empowers Corporate Elements
- Empowers Constituents
- Council serves as AFAP Steering Committee

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Process

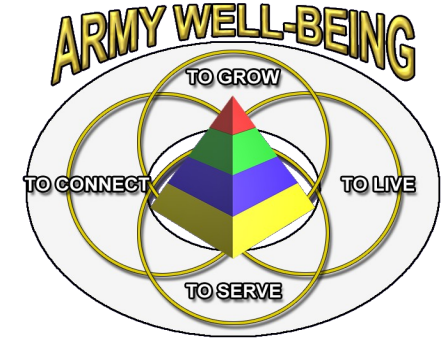


- **Develop a process to:**
 - Measure satisfaction
 - Provide immediate feedback
 - Inform the community, Individuals and Constituents

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Process (cont'd)

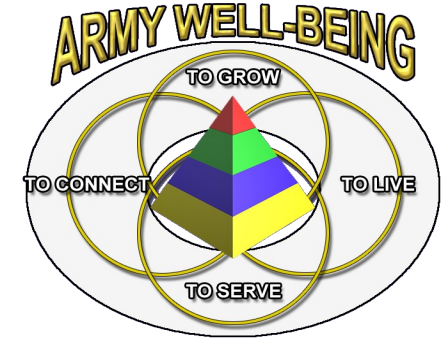


- Interactive Customer Evaluation (ICE)
- Automated or hard copy
- Empowers Individuals & Constituents
- Use of ICE Boxes to accommodate non-computer users
- Provides OVERALL SITE REPORT
- ICE sorts by: Constituents, Dates, & Service Providers
- Implementation Army-wide

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Process (cont'd)

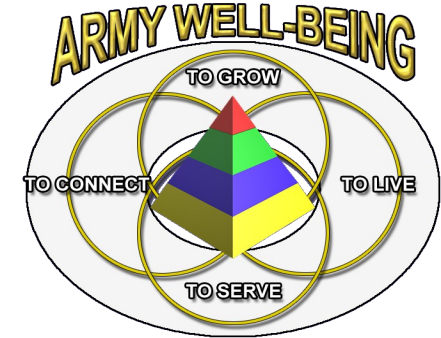


- An ongoing issue resolution process through installation council in lieu of once a year at the AFAP symposium
- Action agencies resolve issues or identify those requiring resources beyond their means
- Action taken & command decisions are briefed at meetings of the USAG-AK Steering Committee
- Installation WBAC votes to accept, modify, or decline issues

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WELL-BEING CONCEPT

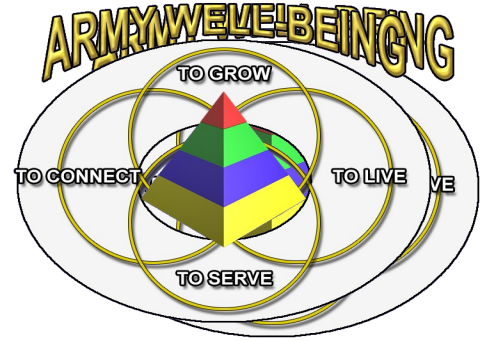


- ICE System
- Issue submission through the Well-Being web site
- ICE and Well-Being council process support Individual & Constituent needs
- Bi-monthly Well-Being Action Councils
- Web based information on issues & resolutions
- Well-Being Office
- Well-Being Action Council
 - ICE Feedback
 - Corporate Feedback

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WELL-BEING CONCEPT Cont'd



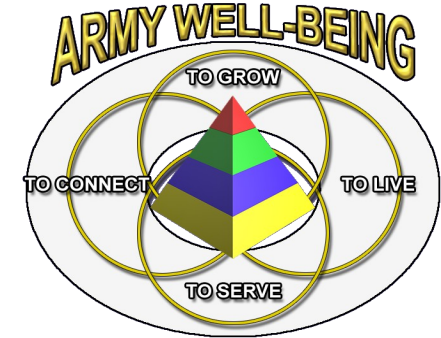
- **Functional Assessment**

- Designed to improve and sustain the quality of services for each W-B functional area as measured by constituents (Soldiers, Families, DoD Civilians, Retirees and Veterans) in and around the USAG-AK  **Community Feedback.**

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WELL-BEING CONCEPT cont'd



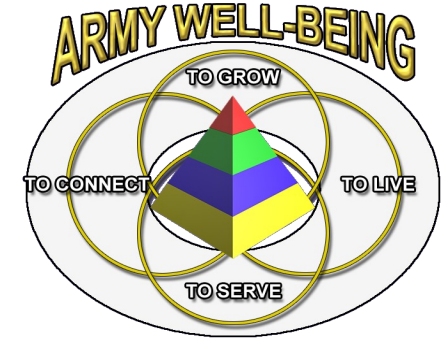
Functional assessments conducted to date at
Ft. Richardson & Ft. Wainwright:

- Mobilization and deployment support
- Family Housing
- Barrack complexes
- Child care
- Relocation support

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WELL-BEING CONCEPT (cont'd)



- **Corporate Assessment**

While constituent feedback is important, the greatest effort must be directed toward the "corporate" customers

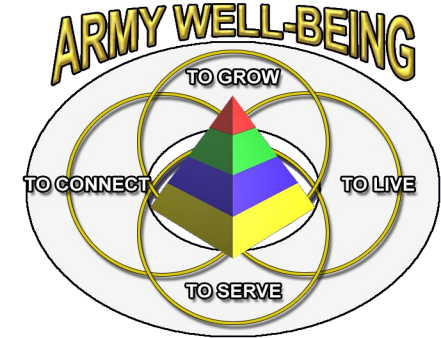
(O-4 and higher SMCs)

- The SMCs are the true determinants of "how well" the directorates are supporting the mission/readiness
- No corporate feedback mechanism is in place
- Started with DPW and DOL at FWA
- Corporate customer 172ND SIB
- Validation of results by corporate customer
- Development of a corrective action plan by Well-Being Coordinator

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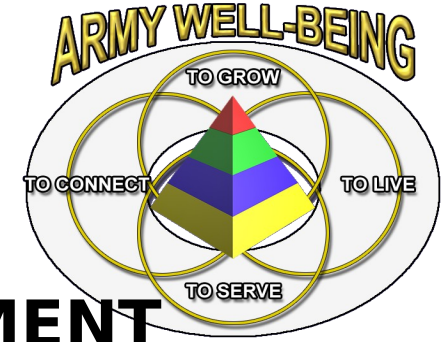


FUNCTIONAL FRAMEWORK



- Well-Being Categories
- Common Garrison Functions
- Individual & Constituents
- W-B Categories & IMA Standard Functions are the key!

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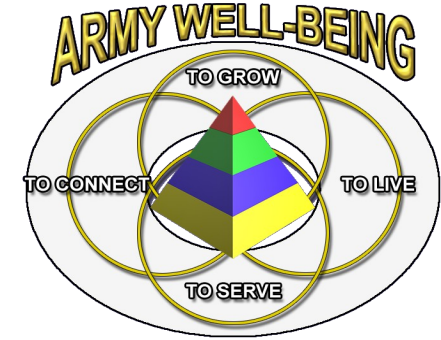
CORPORATE ASSESSMENT INSTRUMENT

- Mission commanders rate functions in terms of importance, performance & relative priority
- **Results provided to SMCs**

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CORPORATE ASSESSMENT INSTRUMENT (cont'd)



- **FUNCTIONAL SCORING**
- **ACTUAL**
- **WEIGHTED**
- **DESIRED**

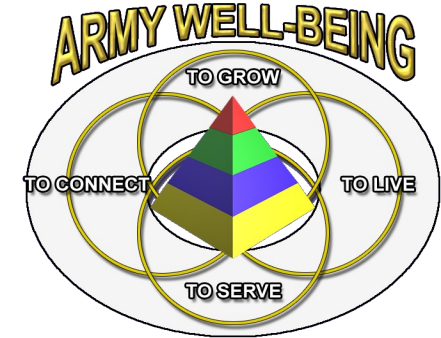
MAJORITY OF RESPONSES = Satisfactory

**Results are weighted in terms of priority, importance and performance
ARI validated metrics**

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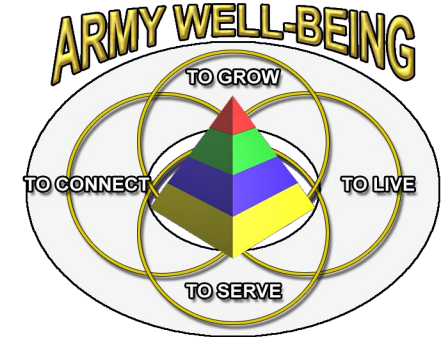


CORPORATE ASSESSMENT INSTRUMENT (cont'd)



- **LINKING**
- **PERFORMANCE AND RESOURCES**
 - Currently no "link" between performance and resources
- **LINKS FUNCTIONS, PERFORMANCE AND RESOURCES TO AID IN THE TOUGH DECISIONS . . .**

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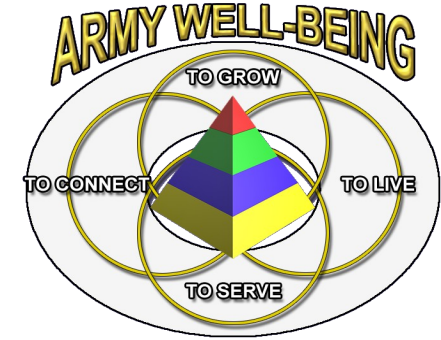


- **CORPORATE FEEDBACK PROVIDES**
 - SMCs validated assessments of directorate(s) performance
 - Strategic Plan
 - Identification of specific deficiencies & potential resource reallocation/shortfalls
 - Simple, concise, standard performance metrics
 - Systemic framework for "targeted surveys" on any subject
 - Web-based directorates performance statistics to Mission commanders – as part of strategic communication

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SUMMARY

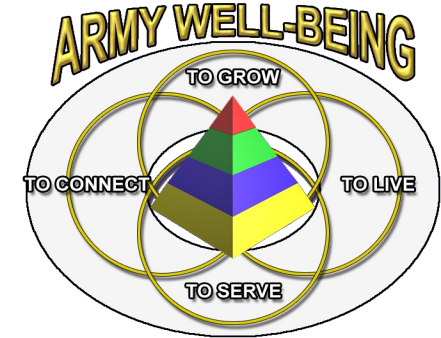


- **WELL-BEING CONCEPT**
 - ICE System
 - Installation Well-Being Action Council issue resolution process
 - Functional Assessments
 - Corporate Assessments
 - Bimonthly W-B Action Council
- **Quarterly USAG-AK Well-Being Steering Committee**
 - Questions on issues, resolutions, corporate assessment & resources

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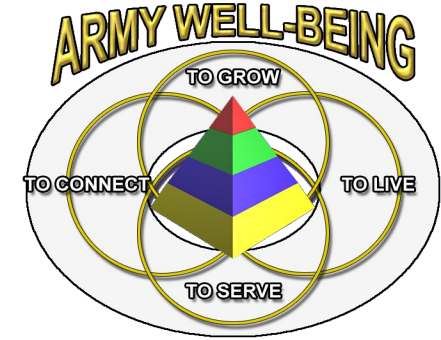


SUMMARY (Cont'd)



- Brief Commanders
- Provide community information through a variety of forums on actions implemented
- **ICE Feedback**
- **Functional & Corporate Feedback**
- **Development of Action Plans**
- **W-B Office**

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QUESTIONS?

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